City of Toronto
Planning and Development Department, Stephen G. McLaughlin, Commissioner

RETAILER'S GUIDE TO SERVICES IN THE CITY

s, Programs & People Who Can Help You • Starting A New Business: A Basic Checklist •
om Line • Assessment: A Brief Explanation • City Taxes • BIA Funds - A Special Levy •
hanges: Check These Rule s First • The Official Plan • The Zoning By-law
ment Review • The Or ode • Building Permits • Demolition Permits •
s • City Maintenanc s • Parking Lots • Boulevard Parking Permits •
• Lanes • Streetsc Putting Up a Good Front • Advertising Signs, C
• Artwork on C le Racks • Bus Shelters • Crosswalks • Lightir
ers • Sidewa Sidewalk Improvements • Special Street Signs
ignals • T on Your Parade: Obtaining Permits for Events
Permits K Sale Permits • Street Closing Permits • Bann
• Pr Programs & People Who Can Help You • Sta
he ine • Assessment: A Brief Explanation • City
es: Check These Rules & Regulations First • T
ew • The Ontario Building Code • Building P
nance & Repair Services • Parking Lots • Bo
cape Improvements: Putting Up a Good Front
City Property • Bicycle Racks • Bus Shelters •
s & Cafes • Sidewalk Improvements • Specia
't Let It Rain on Your Parade: Obtaining Perm
its • Sidewalk Sale Permits • Street Closing P
e • Services, Programs & People Who Can H
The Bottom Line • Assessment: A Brief Explar
Major Changes: Check These Rules & Regular
lopment Review • The Ontario Building Code
• City Maintenance and Repair Services • Park
anes • Streetscape Improvements: Putting Up
Artwork on City Property • Bicycle Racks • P ght
ewalk Displays & Cafes • Sidewalk Improver stree
Trees • Don't Let It Rain on Your Parade: Ob n City
s • Park Permits • Sidewalk Sale Permits • Str ers, Penna
dice Assistance • Services, Programs & People arting A Ne
dist • Taxes: The Bottom Line • Assessment: A y Taxes • BIA
vy • Making Major Changes: Check These Ru • The Official Pl
y-law • Development Review • The Ontario B ng Permits • Demc
ric Buildings • City Maintenance & Repair Se • Boulevard Parking
g Meters • Lanes • Streetscape Improvements d Front • Advertising Si
re Escapes • Artwork on City Property • Bicy helters • Crosswalks • Lig
tainers • Sidewalk Displays & Cafes • Sidew s • Special Street Signs • Stre
affic Signals • Trees • Don't Let It Rain on Your Parade: Obtaining Permits for Events on City
arade Permits • Park Permits • Sidewalk Sale Permits • Street Closing Permits • Banners, Pen

CONTENTS

I	INTRODUCTION	1
	Services, Programs and People Who Can Help You	3
II	STARTING A NEW BUSINESS	7
	A Basic Checklist...	7
III	TAXES: THE BOTTOM LINE	9
	Assessment.... A Brief Explanation	9
	City Taxes	10
	BIA Funds - A Special Levy	10
IV	MAKING MAJOR CHANGES:	
	CHECK THESE RULES & REGULATIONS FIRST	11
	The Official Plan	11
	The Zoning By-law	12
	Development Review	12
	The Ontario Building Code	13
	Building Permits	13
	Demolition Permits	14
	Historic Buildings	14
V	CITY MAINTENANCE AND REPAIR SERVICES	15
VI	IF PARKING'S A PROBLEM....	17
	Parking Lots	17
	Boulevard Parking Permits	18
	Parking Meters	18
	Lanes	19
VII	STREETSCAPE IMPROVEMENTS:	
	PUTTING UP A GOOD FRONT	21
	Advertising Signs, Canopies and Fire Escapes	21
	Artwork on City Property	22
	Bicycle Racks	22
	Bus Shelters	22
	Crosswalks	23
	Lighting	23
	Litter Containers	24
	Sidewalk Displays and Cafes	24
	Sidewalk Improvements	26
	Special Street Signs	26
	Street Furniture	27
	Traffic Signals	27
	Trees	27
VIII	DON'T LET IT RAIN ON YOUR PARADE:	
	OBTAINING PERMITS FOR EVENTS ON CITY PROPERTY	29
	Parade Permits	29
	Park Permits	29
	Sidewalk Sale Permits	30
	Street Closing Permits	30
	Banners, Pennants, Flags and Bunting	31
IX	POLICE ASSISTANCE	33

I INTRODUCTION

The success of Toronto as a metropolis is in large part due to the strength and diversity of its neighbourhoods.

Ours is a City of villages; a patchwork quilt of diverse, colourful communities, each contributing its own unique qualities to the fabric of life in Toronto.

From Old Cabbagetown to Bloor West Village, from Yorkville to the Beaches, retail strips serve as the focal point of these vibrant neighbourhoods. These local shopping areas often define the character of the adjacent community, set the pace for its residents and make each district - and the entire City - flourish.

Despite a strong challenge from suburban malls, Toronto's retail strips are holding their own in the battle for the hearts and pocketbooks of Torontonians. In fact, statistics recently compiled by the City's Planning and Development Department indicate that increasingly, Torontonians prefer to shop just down the street, or around the corner from where they live.

This study is part of an ongoing effort by City Hall to help local merchants identify and profit from new markets. We recognise that the problems and road blocks that hinder the growth of your business, ultimately affect the City's future. We understand that in today's tough, competitive marketplace, small businesses have enough on their hands just surviving, without having to worry about fighting City Hall.

Because the vast array of enterprises and entrepreneurs in retail strips helps to shape Toronto's economic growth and its community spirit, the City has developed a number of services with small business people in mind. We've introduced business improvement programs and other new policies, and created community planning offices - all to help the merchants in Toronto's crucial retail strips.

Since the most effective commercial strip improvement is started by you, the occupants, we felt that it was important to advise you about the ways the City can work for you, through its by-laws, resources and services.

You probably already know that the City provides a full range of services - from offering planning advice to providing funds for major street improvements. City Hall also looks after garbage collection, street cleaning and sewer repair. But what about getting a permit to improve your existing property or to build a new business, or obtaining funds to upgrade the appearance of your neighbourhood by dressing up storefronts, adding street furniture, improving lighting? The City can help with all of these and much more besides.

Since a city the size of Toronto requires a large organization to run it, these services are administered by numerous civic departments. That's why we've compiled this reference booklet. In addition to stimulating ideas that can help improve your

business area, we also hope it will help you avoid red tape and get the right answers fast.

Services, Programs and People Who Can Help You

Community Planning Offices - Serving You In Your Area:

Planning site offices, located in communities throughout the City, are designed to give local residents and business people a voice in the planning and development of their neighbourhood. City staff work closely with planning committees comprised of local representatives, to gain insights into neighbourhood issues and ensure that situations meet the needs of the community.

Why not visit your local site office and meet the people who are responsible for planning and development in your neighbourhood? Feel free to call on them with your concerns; they can answer your questions about official City policies, and put you in touch with the people in the know at City Hall. Remember, their salaries are paid by your taxes, so why not make the most of their expertise?

Planning Site Office Locations:

Bloor-Dundas Site Office 1539 Bloor Street West 536-2105	Wards 2 and 3
East Toronto Community Planning Office 793 Gerrard Street East 463-5914	East of the Don River
Junction Site Office 1 St. John's Road 763-4131	Ward 1

North Toronto Site Office
40 Orchard View Blvd.
481-2240

Parts of Wards 10 and 11

For planning information about other areas of the City, telephone 947-7191

Business Improvement Areas - Strength in Numbers:

If you can organize a group of retail strip merchants interested in improving their business and surroundings, Toronto City Council will designate the district a Business Improvement Area (BIA). A special levy for improvements will then be applied to the taxes of all businesses within the area. The City collects this money from the affected business proprietors. A Board of Management, elected by business owners, can then spend the collected money on promotion and other improvements.

Commercial Area Improvement Program:

You can obtain funds to improve your retail district, if:

* the Public Works Department is planning to reconstruct sidewalks in your area; or

* an active business association has already spent money on improvements, such as planters, lighting and benches.

For more information, contact Gary Wright, the City's Commercial Area Improvement Program Co-ordinator, at 947-7447.

City Council - Get To Know Your Aldermen:

Your interests at City Hall are represented by the two aldermen elected from your ward. These elected officials can be invaluable contacts, so find out who they are and how they can help you unlock bureaucratic doors. Write or telephone them with your ideas and/or concerns. They can help you identify possible improvement projects, bring your proposals to the attention of City staff, and advise you on deadlines for Council approval of any improvements you plan to make. For the telephone number of your Ward Aldermen, call the City's Information Office at 947-7341.

6.

II STARTING A NEW BUSINESS

Starting a new business is never easy. It's a major investment in time, energy and money. Making sure you have all the necessary permits in hand before you greet that first customer is not only good business sense, it's also the law. Here are a few of the items you should check into before you ring up that first sale.

A Basic Checklist....

To Register Your Business:

Apply to the Companies Division, Ontario Ministry of Consumer and Commercial Relations, 555 Yonge Street, 2nd Floor, Toronto, M7A 2H6; telephone 963-0552. Registration costs $10 and applies to all businesses with a license, or a business name, whether a sole proprietorship, a partnership or an incorporated company.

To Obtain a Business Licence:

Apply to the Metro Toronto Licensing Commission, 20 Holly Street, Toronto, M4S 2E6; telephone 488-2221. Not all businesses need a licence. Food and service operations that have to meet health requirements, and second hand stores are two of the many that do.

To Acquire a Retail Sales Tax Vendor's Permit:

Contact the Retail Sales Tax Branch, Ontario Ministry of Revenue, 2300 Yonge Street, Toronto, M4P 1E4; telephone 487-7161. You need a vendor's permit if you sell taxable items and services, such as

alcoholic beverages, cigarettes, household pets, snacks and prepared foods. You also need this permit if you charge admission to a place of amusement or rent rooms.

III TAXES: THE BOTTOM LINE

Assessment -- A Brief Explanation

Your property--land and buildings--has a value placed on it by the Ontario Ministry of Revenue. This assessment is used in determining the amount of taxes levied on an owner or business tenant. If you want to know more about your assessment and how it's determined, contact the Ministry's Toronto Regional Assessment Office at 2221 Yonge Street, Toronto, M4S 2B4; telephone 486-6300. For complaints and appeals, contact the Assessment Review Board, 80 Bloor Street West, Toronto, M5S 1L9; telephone 965-6826.

Details of all property in the City are recorded on assessment rolls. These rolls include information such as the names and mailing addresses of the owners and tenants, and the assessed value of the property. This information is available to anyone, free of charge. Current and last years' rolls can be examined at the Elections, Licensing and Statistics Division of the City Clerk's Department on the first floor of City Hall;, call 947-7036. Rolls dating back to 1834 are available through the Records and Archives Division of the City Clerk's Department, located in the basement of City Hall; telephone 947-7042.

City Taxes

Your tax bill is determined by the mill or tax rate, and the assessment on the portion of real property used for business purposes. A mill is one thousandth of a dollar. The mill rate is established by dividing the total tax dollars required by the total assessment value of all properties and multiplying it by one thousand.

The annual mill rate is determined by City Council, based on how much money they believe is needed to cover City, Metro and School Board expenses.

For more information about realty and business taxes, call the City's Tax Office at 947-7115.

BIA Funds - A Special Levy

The Business Improvement Area (BIA) levy is a special tax charged annually to every business occupant in a specified Business Improvement Area. This tax is in addition to the regular business assessment. The amount, which appears on your tax bill, is determined by the requirements of the BIA operating budget. This budget is calculated by an elected Board of Management, comprised of business people in the improvement area. The levy comes due in either May or June. For more information, contact the City's BIA Co-ordinator at 947-7447.

IV MAKING MAJOR CHANGES: CHECK THESE RULES AND REGULATIONS FIRST

Renovations are an important part of community redevelopment. They can enhance an area's appearance and attract more shoppers. Improvements to areas such as Bloor West Village have revitalized community and business spirit. If you're thinking of giving the old street a new look you can save time and money by first checking the laws and regulations that control redevelopment, such as:

The Official Plan

This is Toronto's major planning document, a sort of master blueprint for growth. It's a statement of goals and policies that help ensure that development and redevelopment occur in an orderly fashion. If your redevelopment plans conflict with the Official Plan, you can apply for an Official Plan Amendment by submitting an application to the City Clerk. There's no fee for a plan amendment and application forms are available from the City Clerk's office, Second Floor, City Hall.

For more information on the Official Plan and how it can affect your plans, contact the City's Planning and Development Department. For the name of the planner serving your area, call 947-7191.

The Zoning By-law

The City of Toronto's Zoning By-law regulates the use of land, and the erection, use, bulk, height, spacing and type of structure permitted in a specific area of the City.

If you're planning to change the form or use of an existing building, or build a structure that doesn't comply with the Zoning By-law, you must first apply to the City for a zoning amendment. Application forms are available from the City Clerk's office, Second Floor, City Hall.

Similarly, if extensions, renovations or alterations don't comply with the Zoning By-law, a minor variance must be obtained from the Committee of Adjustment before the necessary building permits can be sought. A minor variance exempts your property from restrictions included in the Zoning By-law. Application forms are available from the Committee, First Floor, City Hall; telephone 947-7565.

Contact the Information Section, Buildings and Inspections Department Information Section at 947-7600 for clarification on the Zoning By-law.

Development Review

Major developments sometimes go through a development review process to ensure that they comply with the City's Offical Plan.

If you're unsure about whether or not your project falls into the development review category, call the Zoning and Official Plan Division of the Planning and Development Department at 947-7187.

The Ontario Building Code

This document covers building standards set by the Provincial Government. It deals with areas such as fire exits and the type of material used in construction. If you have any specific questions about the Code, call the Information Section of the City's Buildings and Inspections Department at 947-7600.

Building Permits

Any form of construction, whether it's an alteration, addition, new plumbing, heating or air-conditioning installation, requires a permit from the City's Buildings and Inspections Department. The building permit process ensures that all construction proposals meet Ontario Building Code standards. Building permit charges are determined by the estimated value of construction: $30 for the first $3,000 worth of construction, and an additional $10 for every additional $1,000 above the $3,000 mark.

Plans of the intended work must be submitted to the Buildings and Inspections Department for approval, before a permit can be issued. If you have questions about the type of plans required, contact the Buildings and Inspections Department, Application and Permit Information Section at 947-7522.

Demolition Permits

A permit is also required if you intend to tear down all or part of a building. Unless the demolition involves an historic building, or apartments, obtaining a permit is straightforward. Demolition permits are available from the front counter of the Buildings and Inspections Department, 15th Floor, East Tower, City Hall.

If demolition plans involve an historic building which contains dwelling units, City Council must first approve the permit. See the following "Historic Buildings" section for special requirements that apply to such buildings.

Historic Buildings

If a building is associated with an historical event or figure, or is interesting because of its unique architectural style, it's probably been designated by the Toronto Historical Board. Altering or building an addition to a designated property requires the approval of both the Historical Board and City Council. For more information, call the Toronto Historical Board at 595-1567.

A frequently-updated list of designated buildings entitled the "Inventory of Buildings of Historical or Architectural Importance" can be purchased from the City's Resource Centre on the Main Floor of City Hall or from the Toronto Historical Board.

V CITY MAINTENANCE AND REPAIR SERVICES

The City regularly maintains and repairs roadways and other City-owned properties. If you want information or have problems or complaints about these services, here's where to call...

Garbage: For general information about garbage collection, contact the Department of Public Works, Sanitation Section at 947-7742. For complaints, phone the Department's General Investigations Branch at 947-7768.

Lane Maintenance: To request repairs to pavements, or gratings, call the Department of Public Works, Operations Section at 947-7737.

Noise Control: To resolve problems with construction or machinery noise, contact the Department of Public Works' Noise Control Section at 465-5477. Complaints about "people noise" - disturbances caused by loud or boisterous neighbours for example, should be directed to the Metropolitan Toronto Police Department; telephone 967-2222.

Parking Meters: For maintenance or money collection, call the Department of Public Works, Operations Section at 947-7737.

Snow Removal: For general information call the same Department of Public Works number as above: 947-7737. Complaints should be shovelled to the Public Works General Investigations Branch; telephone 947-7768.

Street Cleaning: Information on all City of Toronto streets is provided by the Department of Public Works, Operations Section; telephone 947-7737. Sand or mud on roads from excavation sites should be reported to the Public Works General Investigations Branch at 947-7768.

Street Lights: Report broken lights to Toronto Hydro. Call 595-6655 during regular business hours, or 595-6730, for after-hours service.

Sidewalks: For repairs or maintenance, call the Department of Public Works, Planning and Programming Section at 947-7711.

Street Signs, Fire Hydrants, Drains and Sewers: For repairs, call the Department of Public Works, Emergency Dispatch and Complaint Centre; telephone 947-7737.

VI IF PARKING'S A PROBLEM...

A lack of parking facilities can drive customers away.

If you and your fellow merchants feel that customer traffic in your area could benefit from better parking facilities, help may be just around the corner:

Parking Lots

The Toronto Parking Authority constructs and maintains municipal parking lots in many local shopping areas. If requested, the Authority will study the vehicle and pedestrian traffic movement in a particular area to determine whether or not a municipal lot is justified.

If the proposed lot is to be located in the downtown area, the Parking Authority will finance its construction. If located elsewhere, owners of businesses near the new lot may have to pay for it through a special tax calculated on the benefit expected to be derived from additional parking facilities. This tax is called a Benefitting Assessment. A majority of affected landowners must approve of this Assessment, before construction of the lot can begin. The proposal must also be approved by City Council and the Ontario Municipal Board.

Local aldermen can often help steer a proposal through the various levels of approval. However, this process doesn't happen overnight. The Parking Authority's investigation takes about six weeks, as does the Benefitting Assessment Study. Council and OMB approval can take up to two years.

For more information call Len Eldridge, at the Parking Authority; telephone 923-6616,. extn. 35.

Boulevard Parking Permits

A boulevard is the strip of City-owned land located between a landowner's property and the street. A permit is required if you wish to use the boulevard adjacent to your business for customer parking. To receive a permit, apply in writing to R. M. Bremner, Commissioner, Department of Public Works, 24th Floor, East Tower, City Hall, Toronto, M5H 2N2, or call the Department's, Street Allowance Branch at 947-7877 for further information.

Parking Meters

Meters are designed to encourage regular "turnover" of parking spots. If you know of parking spaces that are occupied by the vehicles of people who work or live nearby, instead of being used by customers, consider asking for parking meters to be installed.

The Traffic Engineering staff of the Department of Public Works will undertake a Parking Turnover Survey and prepare a Parking Plan to decide if meters are needed. The City Services Committee

and City Council approval in the form of a by-law is required, before meters can be installed.

To request parking meters on your street, write to: R. M. Bremner, Commissioner, Department of Public Works, 24th Floor, East Tower, City Hall, Toronto, M5H 2N2, Attn: Traffic Engineering Section.

For more information, call the Traffic Engineering Section at 947-7771.

Lanes

Laneways play a vital behind-the-scenes role in the success of a shopping area. Lanes allow direct vehicular access to the rear of stores, providing a much-needed loading zone, unhindered by street traffic, where goods can be picked up or delivered efficiently and sanitation and other services can take place without disrupting customers. They also enable customers to reach additional parking spaces behind stores.

Most lanes in the City are publicly owned and maintained, however, an alleyway may be part of a landowner's private property. The Department of Public Works Survey and Mapping Section, telephone 947-7665, can confirm the ownership status of all lanes in the City.

If you wish to open, extend or widen a public lane, or have the City assume responsibility for a private laneway, to facilitate vehicle movement and increase accessibility, contact the

20.

Department of Public Works, Planning and Programming Section at 947-7711.

VII STREETSCAPE IMPROVEMENTS - PUTTING UP A GOOD FRONT

Outdoor cafes, cobblestone or interlocking brick sidewalks, decorative lighting or planters, flowers and trees are just a few of the ways you can renew the look of your business area, give it a distinctive identity and help attract customers. Some items that might spruce up your area - litter containers and trees, for example - are provided free of charge by the City. The City also funds specific improvements such as sidewalk reconstruction. In most cases, however, merchants must pay for such street alterations themselves.

Streetscape changes are best undertaken by a group of business owners--to cut costs and increase the range of improvements possible. Your group should draw up a plan that can be implemented over a period of years. This way, you'll spread the cost and have a more coherent street design. Consult your Planning and Development Department community site office for advice. The following pages contain some of the streetscape items you may wish to consider, with details on how to go about getting them.

Advertising Signs, Canopies and Fire Escapes

For information on erecting or maintaining signs, canopies or fire escapes that overhang public property call the Buildings and Inspections Department, Signs Section at 947-7534.

Artwork on City Property

Sculptures, murals, or other artwork can be major attractions, creating a pleasant environment for strolling shoppers. You can donate artwork to the City for display in a park, on a sidewalk, or other public area, but each piece must first be approved by the Selection Committee for Public Art, the Neighbourhoods Committee and City Council. Call Mary Lynn Reimer of the Planning and Development Department's Urban Design Group at 947-7614 to arrange for approval of your donation.

Bicycle Racks

Bicycles are a clean, energy-efficient and increasingly popular means of urban transportation. Unfortunately, parked bicycles can clutter sidewalks, and hinder access to stores. Installation of bike racks can solve this problem. The City Cycling Committee, (947-7185) can tell you all about bike racks.

If you wish to buy your own racks, approval of the intended sidewalk location is needed from the Department of Public Works, Street Allowance Control Branch. Call 947-7877 for details.

Bus Shelters

Bus shelters increase the attractiveness of public transit, and, consequently, of your business area, by protecting waiting passengers from the weather. Shelters are installed and maintained by a private firm which erects the shelters in exchange

for the right to build them on City property and to sell advertising space in each. If you believe a bus shelter is needed in your area, write to R.M. Bremner, Commissioner, Department of Public Works, 24th Floor, East Tower, City Hall, Toronto M5H 2N2, indicating the desired location. The Project Engineering and Inspection Branch of Public Works will visit the proposed site to check its appropriateness.

Crosswalks

Crosswalks help unify a retail strip by linking both sides of a business street and permitting safe passage for pedestrians to cross major thoroughfares. To request installation of a crosswalk in your area, call the Department of Public Works, Traffic Engineering Section, at 947-7771.

Lighting

Lighting adds to the attractiveness and night safety of an area. If street lighting in your neighbourhood needs upgrading, call the Department of Public Works, Traffic Engineering Section, at 947-7771. To request lane lighting, contact the Department of Public Works, Planning and Programming Section at 947-7711.

Installing distinctive light fixtures is yet another way a retail strip can develop an identity that sets it apart from other areas, witness Mirvish Village on Markham Street, or Yorkville.

There are many styles of pedestrian-scale decorative lamps available from commercial firms, but only certain designs meet specifications set by the Department of Public Works and Toronto Hydro. For more information call the City's Commercial Area Improvement Co-ordinator Gary Wright, at 947-7447.

Litter Containers

The City provides swing-top litter containers free of charge. Contact Gene Heesaker, Street Services Supervisor, Department of Public Works, Operations Section at 947-7724.

If you want to place your own litter containers on public property, you'll need approval regarding location and garbage pickup from the Department of Public Works, Street Allowance Control Branch at 947-7877.

Sidewalk Displays and Cafes

Sidewalk cafes and outdoor displays of fruit, vegetables and flowers add colour, pizzaz and a festive atmosphere to any street. But, if you plan to use City sidewalks for any of these attractions, you must first obtain a licence.

City by-laws permit an 18-inch merchandise display area on sidewalks. Any additional display space requires City approval. Permit applications are available from R.M. Bremner, Commissioner of Public Works, 24th Floor, East Tower, City Hall, Toronto, M5H 2N2. Your written application must be approved by the City

Services Committee. Before granting a permit, the Committee considers the placement of trees, poles and other items on the sidewalk, and whether or not the display will obstruct pedestrians. If the permit is granted, you must pay an annual licence fee which is billed automatically. The fee is determined by the amount of space you require. It takes approximately eight weeks for the fee approval process. For more information, contact the Department of Public Works, Street Allowance Control Branch at 947-7877.

Before a sidewalk cafe licence can be issued, your business must already be registered with the Department of Public Health as an eating establishment. To apply for a sidewalk cafe licence, write to R.M. Bremner, Commissioner of the Department of Public Works, 24th Floor, East Tower, City Hall, Toronto, M5H 2N2. Include three copies of detailed drawings of your proposal with your application. Drawings should show the location and number of tables and seats, and the design of the fence which will enclose your sidewalk cafe. The fence design must comply with Department of Public Works and Ontario Liquor Licensing Board regulations. Your application will be forwarded to other concerned City departments for consideration and comment. It will then be submitted for final approval to the City Services Committee and City Council. For more information, call the Department of Public Works, Street Allowance Control Branch at 947-7877.

Sidewalk Improvements

Widening a sidewalk or decorating it with interlocking bricks can greatly enhance the visual appeal of a business area. To arrange for alterations such as these, or to inquire about sidewalk repairs, call the Department of Public Works, Planning and Programming Section at 947-7771.

If you're interested in more extensive sidewalk improvements, funds may be available through the Commercial Area Improvement Program which is administered by the City's Planning and Development Department. If you're in an area where the Department of Public Works has already scheduled sidewalk repairs, this program may be particularly applicable. For more information, call Gary Wright, Co-ordinator of the City's Commercial Area Program, at 947-7447.

Special Street Signs

The merchants of Bloor West Village and Old Cabbagetown BIAs have given their areas unique identities by employing decorative street signs based on historic motifs. Why not make your area stand out by requesting the erection of such special street name markers?

The Department of Public Works is responsible for the design, manufacture and installation of all signs. However, City staff welcome input and suggestions from interested parties. The Department charges approximately $200 for the manufacture and installation of each sign. For further information, call the

Department of Public Works, Traffic Engineering Section at 947-7771.

Street Furniture

Flower planters and street furniture add a welcome dash of colour and create a pleasant environment for strolling shoppers. If you or your business group want to purchase such items, submit plans showing the proposed site and size of each to the Department of Public Works, Street Allowance Control Branch, 24th Floor, East Tower, City Hall. Allow about eight weeks for approval. For more information, call the Street Allowance Control Branch at 947-7877.

Traffic Signals

The location of stoplights can have a far-reaching effect on traffic movement - not just in your neighbourhood, but across Metropolitan Toronto. Accordingly, the installation and operation of signals are administered by the Metro Roads and Traffic Department. The City's Public Works Department does, however, recommend signal locations to Metro. If you feel that the amount of traffic at an intersection in your area requires signal control, call the Traffic Engineering Section of the City's Public Works Department at 947-7771.

Trees

The Department of Parks and Recreation has an ongoing tree-planting program for selected public areas throughout the City.

28.

Under this program the City plants trees on City street allowances at no cost to area residents. If your area would like to take advantage of this service, call your local alderman, or the Department of Parks and Recreation's Forestry Section at 947-7281.

VIII DON'T LET IT RAIN ON YOUR PARADE: OBTAINING PERMITS FOR EVENTS ON CITY PROPERTY

If you're planning to hold an event on City property--sidewalks, roads or parks--you'll need a permit. Here's where and how you can apply for permits for different events:

Parade Permits

If you're planning a parade, you should apply to the Police Department for a permit at least four weeks before the event. Advance application allows the Police Department to assign extra officers to direct traffic around the parade route and to control crowds on the day. It also provides sufficient lead time to warn other emergency services about temporary closing of streets.

Applications are available from the Metro Toronto Police Department's Traffic Support Services, Fifth Floor, 590 Jarvis Street, or phone 967-2380 and ask to have an application mailed. For more information, check the publication "Guidelines for Temporary Street Closings and Parades", available from the City's Department of Public Works Street Allowance Control Branch; telephone at 947-7877.

Park Permits

If you want to hold an event in a City park, you'll need a recreation permit from the Department of Parks and Recreation. Apply in writing Mr. Herb Pirk, Commissioner of Parks and Recreation, 21st Floor, East Tower, City Hall, Toronto, M5H 2N2,

at least eight weeks before the event. Be sure to include details of any special activities such as the use of sound equipment. If you plan to sell beer or liquor, you'll need approval from the Liquor Licensing Board of Ontario. For more information, call 947-7291.

Sidewalk Sale Permits

Apply in writing at least eight weeks prior to the sale to Mr. R.M. Bremner, Commissioner of Public Works, 24th Floor, East Tower, City Hall, Toronto, M5H 2N2 for permission to use City property. Sidewalk sale permits cost $24 for a three-day event. For details on how to complete your application or for more information, call the Department of Public Works, Street Allowance Control Branch at 947-7877.

Street Closing Permits

As part of a promotion or sidewalk sale, you may want to stage a street dance or some other activity that requires temporarily closing the street to traffic. If so, you'll need a permit from the Department of Public Works. An application form must be filled out proving that the majority of business owners and residents of the street in question are in favour of the temporary closing. Applications are available from the Street Allowance Control Branch of the Public Works Department, 24th Floor, East Tower, City Hall. Approval by the street's ratepayers can be certified by asking those in favour of the closing to sign a

petition. For more information, read the booklet, "Guidelines for Temporary Street Closings and Parades", available from the Street Allowance Control Branch; telephone 947-7877.

Banners, Pennants, Flags and Bunting

Banners cannot be hung across City streets, but you can string them parallel to the roadway. For approval to hang banners and pennants on Hydro poles, write to the General Manager, Toronto Hydro-Electric System, 14 Carlton Street, Toronto, Ontario, M5B IK5, Attention: Commercial and Residential Services Department. Submit your request at least two months prior to your planned event.

IX POLICE ASSISTANCE

The Metropolitan Toronto Police Department offers 18 crime prevention programs designed to improve personal and property security. The following programs are specifically tailored to the needs of retailers and businesses:

Business Security

Operation Provident

Shoplifting Prevention

Hold-Up Prevention

Fraudulent Cheque Prevention

For further information about these and other police education programs, contact your local crime prevention officer at 967-2222.

For police emergencies, dial 911.